The Experience of GP Services: Network 8

A trends analysis report by Healthwatch Tower Hamlets



Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

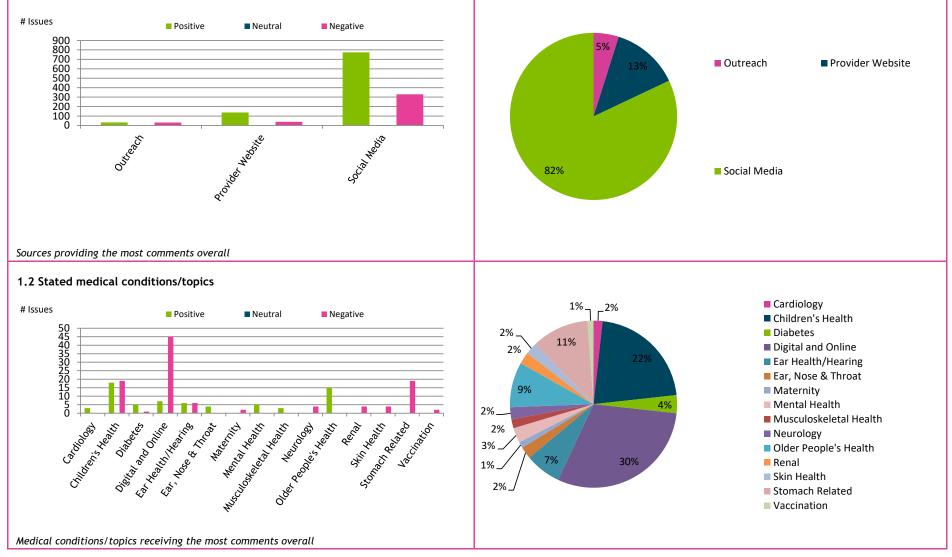
Qualitative Feedback, 1 July 2024 - 30 June 2025



1. Data Source and Conditions/Topics



1.1 Source



2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 244 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 70 100% 90% 80% 60 80% 70% 60% 50% 40% 30% 20% 10% 0% 51% 50 579 63% 68% 66% 66% 76% 40 30 20 48% 40% 34% 32% 30% 32% 26% 22% 10 0 800 1100 100 on on one of the set o Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 (All) Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.2.3 Service Access, Issues by Practice ■ Positive ■ Neutral ■ Negative 120 100 No. of issues 80 60 40 20 0 Dod Hands Medical Centre usland health usand medical centre Battantile Practice Practices receiving the most comments overall

2.3 Clinical Treatment and Care

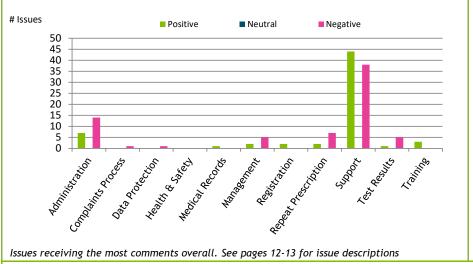
2.3.1 Treatment: 536 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network Positive Neutral Negative # Issues Positive Neutral Negative 160 100% 90% 80% 13% 140 23% 25% 29% 37% 120 80% 70% 60% 50% 40% 30% 20% 10% 0% 100 80 87% 79% 77% 77% 789 74% 60 70% 62% 40 20 Medi Marina Solution Solution Local States 0 the second second Contraction of the second second Port of the second Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 Colin State of the second statee (All) Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.3.3 Treatment, Issues by Practice ■ Positive ■ Neutral ■ Negative 400 350 300 No. of issues 250 200 150 100 50 0 Dockands Weater Lentre usand medical centre Island Health Battantine Practice Practices receiving the most comments overall

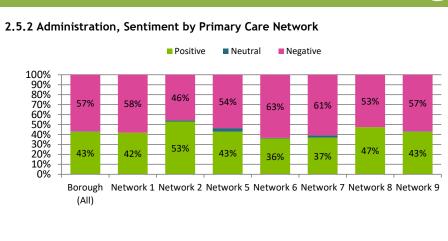
2.4 Staff Attitude

2.4.1 Staff Attitude: 289 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 160 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 140 22% 21% 26% 27% 34% 31% 120 100 80 73% 78% 79% 72% 72% 74% 60 65% 68% 40 20 0 Postorio Strand Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 in the second second AN Solution (All) Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.4.3 Staff Attitude, Issues by Practice ■ Positive ■ Neutral ■ Negative 160 140 120 No. of issues 100 80 60 40 20 0 Dockands Wealter Lentre Hand Medical Centre Battantile Practice Island Health

2.5 Administration

2.5.1 Administration: 133 issues detected

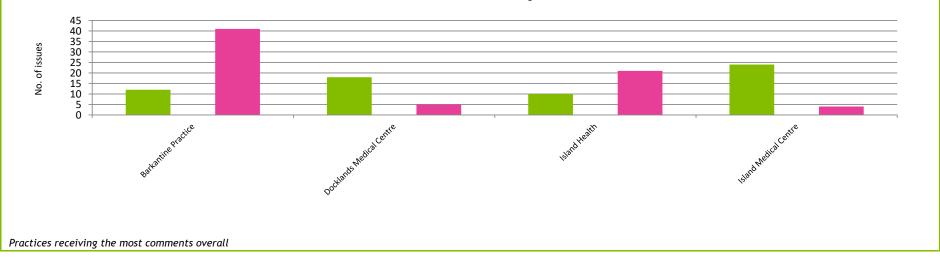




2.5.3 Administration, Issues by Practice

■ Positive ■ Neutral ■ Negative

Sentiment by PCN



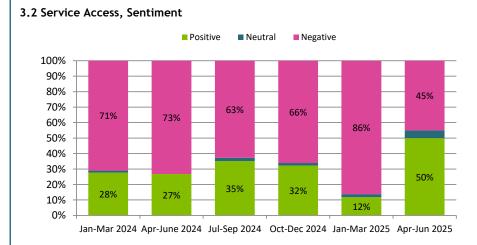
2.6 Communication

2.6.1 Communication: 71 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 60 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 219 50 34% 38% 43% 44% 48% 53% 40 30 79% 66% 20 62% 56% 619 57% 52% 47% 10 0 40. Notice Notice Notice Notice Borough Network 1 Network 2 Network 5 Network 6 Network 7 Network 8 Network 9 (All) Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.6.3: Communication, Issues by Practice ■ Positive ■ Neutral ■ Negative 50 45 30 25 20 15 10 5 0 No. of issues Dochands medical centre usand medical centre Island health Battantine Practice Practices receiving the most comments overall

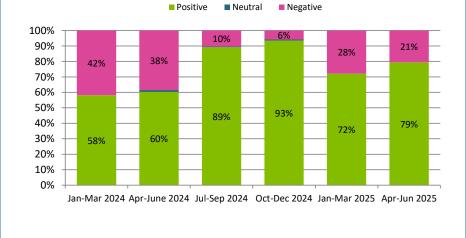
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 90% 22% 27% 27% 80% 47% 49% 57% 70% 60% 50% 40% 78% 72% 72% 30% 53% 51% 43% 20% 10% 0% Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

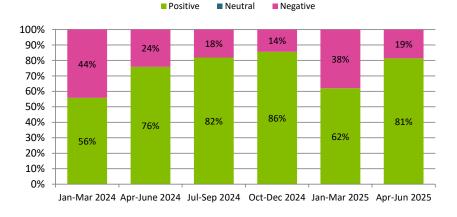
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



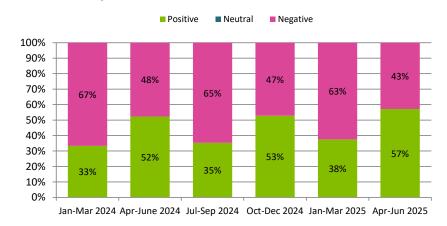
3.4 Staff Attitude, Sentiment



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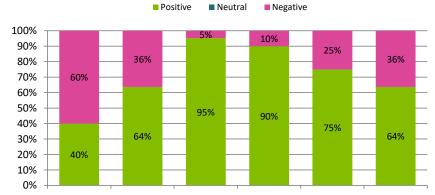
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3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment





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Jan-Mar 2024 Apr-June 2024 Jul-Sep 2024 Oct-Dec 2024 Jan-Mar 2025 Apr-Jun 2025

4. Volume by Primary Care Network





5. Data Table: Number of issues

	Issue Name	Descriptor		# Issues					
6			_	Positive	Neutral	Negative	Total		
rers	Advice/Information	Communication, including access to advice and information.		54	0	14	68		
Ca	Carer Involvement	Involvement of carers, friends or family members.		4	0	0	4		
lts/	General Comment	A generalised statement (ie; "The doctor was good.")		14	2	5	21		
Patients/Carers	User Involvement	Involvement of the service user.		113	0	15	128		
	Administration	Administrative processes and delivery.		3	0	16	19		
	Booking	Ability to book, reschedule or cancel appointments.		42	4	72	118		
	Cancellations	Cancellation of appointment by the service provider.		0	0	2	2		
	Data Protection	General data protection (including GDPR).		0	0	1	1		
Systems	Referral	Referral to a service.		11	0	3	14		
	Medical Records	Management of medical records.		1	0	0	1		
yst	Medication	Prescription and management of medicines.		3	0	10	13		
0	Opening Times	Opening times of a service.		0	0	0	0		
	Planning	Leadership and general organisation.		2	0	5	7		
	Registration	Ability to register for a service.		2	0	0	2		
	Support	Levels of support provided.		186	0	53	239		
	Telephone	Ability to contact a service by telephone.		2	0	21	23		
	Timing	Physical timing (ie; length of wait at appointments).		20	0	14	34		
	Waiting List	Length of wait while on a list.		37	2	65	104		
	Choice	General choice.		5	0	4	9		
	Cost	General cost.		0	0	2	2		
Values	Language	Language, including terminology.		2	0	1	3		
	Nutrition	Provision of sustainance.		0	0	0	0		
	Privacy	Privacy, personal space and property.		1	0	0	1		
	Quality	General quality of a service, or staff.		194	0	25	219		
	Sensory	Deaf/blind or other sensory issues.		0	0	0	0		
	Stimulation	General stimulation, including access to activities.		0	0	0	0		

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5. Data Table: Number of issues

Issue Name	Descriptor		# Issues					
			Positive	Neutral	Negative	Total		
Catchment/Distance	Distance to a service (and catchment area for eligability).		4	0	0	4		
Environment/Layout	Physical environment of a service.		1	0	1	2		
Equipment	General equipment issues.		1	0	0	1		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	0	0		
Hygiene	Levels of hygiene and general cleanliness.		4	0	0	4		
Mobility	Physical mobility to, from and within services.		0	0	0	0		
Travel/Parking	Ability to travel or park.		0	0	0	0		
Omission	General omission (ie; transport did not arrive).		0	0	7	7		
Security/Conduct	General security of a service, including conduct of staff.		0	0	1	1		
Staff Attitude	Attitude, compassion and empathy of staff.		235	0	60	295		
Complaints	Ability to log and resolve a complaint.		0	0	1	1		
Staff Training	Training of staff.		3	0	0	3		
Staffing Levels	General availability of staff.		1	0	1	2		
		Total:	945	8	399	1352		

Disclaimer:

Environment

Staff

The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Community Insight CRM